

Voicemail Information

VOICEMAIL INSTRUCTIONS

Passcode

Your temporary passcode is 4747; however, you will change this to a private passcode when you go through the tutorial. Passcode length is a minimum of 4 digits.

Mailbox Number

Your mailbox number is the same as your extension number.

Tutorial

The first time you log into your mailbox, you will hear a tutorial. It will guide you through recording a greeting for your callers, recording your name, and creating a passcode. (Note: Be sure to finish the tutorial and press "X" or 9 to exit the tutorial or it will repeat the next time you log into your mailbox.)

ACCESSING VOICEMAIL

From off campus

Option #1: Dial 775-1010. When voicemail answers, enter your mailbox number, when you start to hear your voicemail greeting enter *, then your passcode.

Option #2: Dial 775-xxxx (your mailbox number). When you hear your voicemail greeting enter *, then enter your passcode.

From your desk

Dial the main voicemail number x1010, enter your passcode.

From someone else's desk

Dial the main voicemail number x1010, enter *, enter your mailbox number, enter * again, enter your passcode.

FORWARDING YOUR LINE TO VOICEMAIL

You must forward your phone to voicemail in order for your callers to leave a voicemail message.

There are two types of forwarding:

1. Direct Forward -- when someone calls you, they will go straight into your voicemail. You will not hear your phone ring.
2. Forward Don't Answer -- when someone calls you, you will have approximately 4-5 rings to answer the call before it goes into your voicemail. Also, if you are already on your phone, the next caller will go straight into your voicemail.

Forwarding on a Single Line Phone

Direct Forward -- pick up the handset, enter * 5, enter 1010, hang up the handset.

To Cancel Direct Forward -- pick up the handset, enter * 6, hang up the handset.

Forward Don't Answer -- pick up the handset, enter * 7, enter 1010, hang up the handset.

To Cancel Forward Don't Answer -- pick up the handset, enter * 8, hang up the handset.

Forwarding on a Dterm Phone

Direct Forward -- pick up the handset, press the FWD button, enter 1010, hang up the handset.

To Cancel Direct Forward -- pick up the handset, press the FWD button, hang up the handset.

Forward Don't Answer -- pick up the handset, press the FWDDA button, enter 1010, hang up the handset.

To Cancel Forward Don't Answer -- pick up the handset, press the FWDDA button, hang up the handset.

MISCELLANEOUS INFORMATION

Greeting Length: 30 seconds

Name Length: 5 seconds

Number of Messages Allowed: 30

Caller Message Length: 3 minutes

Played Message Retention Time: 15 days (360 hours)

Urgent/Unplayed Message Retention: 15 days (360 hours)

Don't forget to forward your phone to voicemail. Please call x4200 if you have any questions/problems.

To Access Your Voice Mailbox:

Dial your voicemail access number...

You will hear, "Hello your name." The system will ask you for your passcode...

The system will then announce, "You have X unplayed messages, and X saved messages."

Main Menu:

Press P [7] to Play First Message

Press M [6] to Make a New Message

Press U [8] to Change User Options

Press X [9] to eXit the System

Play Messages:

Press P [7] to rePlay Message

Press A [2] to Answer Message

Press G [4] to Give Message to Another User

Press K [5] to Keep Current Message

Press D [3] to Discard Current Message

When Playing a Message:

Press * to Move Backwards 5 seconds

Press # to Move Forward 5 seconds

Press [1] to Pause for 30 seconds (press any key to resume)

Press T to Move to Top of next Message

Make a Message:

Enter the mailbox number of the person to whom the message will be sent. Enter an additional mailbox number, or press # to begin recording message.

Press # (or wait) to End Your Recording

Press R [7] to Review Recording

Press D [3] to Discard Message and Re-record

Press A [2] to Append Message and Continue Recording

Press M [6] to Access Message Addressing Options

Press X [9] to Send Message and eXit to Main Menu

Message Addressing Options:

Press C [2] to Mark Confidential

Press R [7] to Request a Receipt

Press U [8] to Mark a Message Urgent

Press F [3] for Future Delivery

Press X [9] to eXit Message Options

User Options:

Press G [4] to Change Your Greeting

Press N [6] to Change Your Name

Press P [7] to Change Your Passcode

Press L [5] to Change a Distribution List

Press T [8] to Activate User Tutorial

Press X [9] to eXit User Options